



**Friends of  
Moorfields  
Eye Hospital**



**Hand Holding Evaluation Survey  
Patient Feedback**

\* *Denotes patient who did not use hand holding service*

“Continue supporting patients, fantastic job”.

“Volunteer was an angel”.

“Hand holder helped enormously through long operation. So thankful for her”.

“I have been attending Moorfields for a very long time, each time I have always been very well cared for, felt the staff were interested in enhancing my sight and wellbeing”.

“Perfectly happy, all good, all done a great job”.

“I had an excellent experience”.

“I was very happy with the service. The volunteer made a big difference to me”.

“I had the best experience today. Could not fault my experience”.

“To feel the support of the hand holder throughout the operation was a great comfort. I was very grateful to her”.

“First time operation; could not have done it without the hand holder. So very grateful to her. Thank you”.

“Very good service. Everyone has been very good today”.

“Relieved and happy”. The patient was very thankful for having had the operation at Moorfields – her second one”.

“Everything was very good”.

“I was really pleased with everything”.

“Everything was fine”.

“I was delighted with the way I was dealt with despite coming late”.

“I am very happy with the service”.

“Thank you, hand holder – helped a lot”.

“Very good experience. Staff were very nice and treated me very well”.

“The volunteer lady who held my hand during the surgery made me feel very relaxed and comfortable. My anxiety level went down a lot. Thank you for the support”.

“The staff and the volunteer, Nasrin, were very supportive and I felt comfortable”.

Felt anxious before the operation but said that the hospital and staff gave him confidence. \*

Very happy with the whole experience. All went well and encouraged to have her other eye operated on. \*

The patient was very scared, anxious and cried. All went well. She was very happy and appreciated having her hand held and was very thankful to the staff at Moorfields.

It was her second surgery and said that our service is very helpful especially when having the first surgery. Said “you do a very good service for patients”. \*

Patient was very grateful to all staff. He is blind in one eye and was relieved and happy to have had his good eye operated on. Confident he will “have a better life because of it”. \*

Her operation took a long time. She was concerned but was reassured it all went well. The patient was very happy with the staff, nurses and doctors. \*

Happy with all the procedures. All went well. Felt no pain, so relieved it is over. \*

Everyone has been very helpful and attentive. \*

“Relieved and happy”. The patient was very thankful for having had the op at Moorfields – her second one. \*

“The volunteer was great. The receptionist was not very aware that we were waiting – did not acknowledge us”. \*

Patient felt very anxious. “Talking to you, I am already feeling calmer. Thank you. All went well. The patient was very happy with all the attention she received.

All went well. Feeling a bit shaky after the op but said I am sure it is my age! Ready to go home. \*

Very happy patient – full of joy. Was with a friend, both happy souls. “So glad I have been fixed by all the wonderful doctors here”. \*

The patient had lost one eye during an op at Moorfields 8 years ago. She was extremely anxious. All went well for her, and she kept saying "God bless you; I wish I could do something for you". Told me her sad story about losing her eye.

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"Blissfully happy, I have both new eyes now". Happy with everything. "Thank you, you are all fantastic".

It was his second op, knew all the steps. "Everything was great, thank you, I feel like a new man". \*

"If I knew you were going to be here today, I would have slept well last night, I hardly did. Thank you, you are my guardian angel". All went very well. The patient was very happy and praised all the nurses and doctors.

The patient had an op before. Felt confident and calm. Everything went well. "I am so relieved it's over". He was with his son. \*

"Having been a patient at Moorfields for many years, this has been my best experience to date. The staff and volunteers have been wonderful, particularly Rashmi. Thank you".

"Waiting time too long. I got here at 11am and I am still waiting for the operation". [comments written at 4pm]

"The waiting facility could be better i.e., waiting room very small and very little privacy due to lack of space".

Very appreciative of the whole service. Wished she had had her hand held. \*

Very good knowing all of the steps ahead before having the operation. Thankful. \*

"Angela was wonderful. She made me feel at ease, was very kind and cheered me up".

“It is the unknown which scares me” so was very happy to have someone to explain what to expect. \*

“I thank God you are here”. An anxious patient - had sedative. After the operation, she was very “happy and relieved”.

When I explained about “hand holding” the patient said, “that’s so me!”. Could not thank enough.

“Amazing service; do not know how they do it”. Patient very happy after the operation. \*

“Everyone here must be of a special breed”. Very happy patient. \*

All went well. Very happy with everything, amazed to get a cup of tea and a sandwich. \*

Very happy with the attention. All went extremely well. \*

“No complaints, I feel great”. The patient was very cheerful and calm. \*

Very happy, all went well. Comforted to have a hand to hold onto.

So grateful. She had the support of holding hands. Very happy and all went well.

“Angela has been very good and caring”.

(Volunteer feedback – the couple were extremely nice. They wanted to give me money for my support which I obviously did not take).

